



Voice Mail Basics

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Calling Cisco Unity

You can call Cisco Unity from your desk phone, from another phone within your organization, or from outside your organization.

To Call Cisco Unity

- Step 1** Dial the applicable number to call Cisco Unity:
- From desk phone:
 - From phone within organization:
 - From phone outside organization:
- Step 2** If you are calling from another phone within your organization or from outside your organization, press * when Cisco Unity answers.
- Step 3** Follow the prompts to log on.
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Sending Voice Messages

You can send voice messages to other subscribers without dialing their extensions. This can be helpful when you do not want to disturb a subscriber or when you do not have time for a phone conversation. Sending voice messages may also help to avoid misunderstandings that can be “read” into e-mails.

You can address a message to one recipient or to multiple recipients. You use the phone keypad to spell the subscriber name or to enter the subscriber extension.

Cisco Unity does not save your sent messages.



Note

If your organization has multiple locations, you may be able to send messages to subscribers at another location. Ask your Cisco Unity administrator for details.

To Send a Voice Message

- Step 1** Call and log on to Cisco Unity.
- Step 2** From the Main menu, choose the menu option **Send Message**.
- Step 3** Follow the prompts to record, address, and send the voice message.



Tip

Press ## to switch between spelling and number entry.



Tip

If you are using the Streamlined Send menu, use the “skip and scan” method of reviewing and selecting recipients from lists. Press # to select a recipient from a list; press 7 to skip to the previous name and 9 to skip to the next name; and press 77 to skip to the beginning of a list and 99 to skip to the end of a list.

Checking Messages

Once you have listened to a new voice message, it is saved until you delete it.

You can check new and saved messages. You delete new and saved messages during message playback or after you listen to an entire message.

Ask your administrator if Cisco Unity is set up to enforce a message-retention policy, and, if so, how long Cisco Unity stores your messages before permanently deleting them.

To Check Messages

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- Step 1** Call and log on to Cisco Unity.
 - Step 2** From the Main menu, choose the applicable menu option: **Play New Messages** or **Review Old Messages**.
 - Step 3** Follow the prompts to listen to and manage your messages.
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Replying to Messages

You can reply to only the sender, or to the sender and all other original recipients. You can also add recipients to a reply.

A message from “Unity Messaging System” means that the caller was not a Cisco Unity subscriber or was not logged on as a subscriber when the message was left. You cannot reply to messages from callers who are not Cisco Unity subscribers.

Cisco Unity does not save your reply messages.



Note

If your organization has multiple locations, you may be able to respond to messages from subscribers at another location. Ask your Cisco Unity administrator for details.

To Reply to a Message

- Step 1** After listening to a message, choose the menu option **Reply**.
- Step 2** Follow the prompts to record your reply, to add recipients (if applicable), and to send it.



Tip

Press ## to switch between spelling and number entry.

- Step 3** Follow the prompts to handle the original message to which you just replied.
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Forwarding Messages

You can forward a message as is or record an introduction that plays before a recipient hears the forwarded message.

Messages marked private cannot be forwarded by phone.

Cisco Unity does not save your forwarded messages.



Note

If your organization has multiple locations, you may be able to forward messages to subscribers at another location. Ask your Cisco Unity administrator for details.

To Forward a Message

- Step 1** After listening to a message that you want to forward, choose the menu option **Forward**.
- Step 2** Follow the prompts to address the forwarded message to one or more recipients, to record an introduction (if applicable), and to send the forwarded message.
- Step 3** Follow the prompts to handle the original message that you just forwarded.
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Managing Receipts and Notices

When you check messages by phone, Cisco Unity plays your receipts and notices along with your messages. You play and manage receipts and notices in nearly the same way as other messages, though you cannot reply to or forward delivery receipts, nondelivery receipts, or notices. Unlike other messages, receipts and notices do not trigger the message waiting indicator on your phone.

As you work with Cisco Unity, you may manage the following receipts:

Read	Message that informs you when the recipient opens or plays your message.
Unread	Message that informs you when the recipient deletes your message without opening or playing it.
Delivery	Message that informs you when your message was delivered to its intended recipient.
Nondelivery (NDR)	Message that informs you when a message that you sent could not be delivered to its intended recipient.
Alternate greeting notice	Message that informs when you have left or sent a message to another subscriber who has the alternate greeting enabled.

Note the following considerations about receipts and notices:

- For return receipts, you hear a list of the recipients—including recipients at other locations in your organization—who received the message you sent and/or played it. For NDRs, Cisco Unity identifies both local and remote recipients whose mailboxes did not accept your message.
- If known, Cisco Unity explains why you received a particular receipt for any message that you send to another location. Depending on how Cisco Unity is set up at your organization, you may hear a reason code before the prompt that explains why you received the receipt. Include the reason code when reporting message delivery problems to your Cisco Unity administrator or support desk.
- After you play an NDR, Cisco Unity allows you to play the original message and resend it to the recipient(s) who failed to receive it. You can record an introduction, modify the recipient list, and change delivery options when resending a message. Once you resend the message, Cisco Unity automatically deletes the NDR for you.

For alternate greeting notices, you hear the following message: “The alternate greeting for <subscriber name or ID> is on and will remain on until <expiration date for the greeting>. The message you sent was delivered, but the recipient may not be available to play it.”